

GOLD ISLAND HOTEL SUSTAINABILITY REPORT

2019 – 2020



ABOUT THE REPORT

- In order to protect the future of the tourism, Sustainable Tourism is the one that minimizes the damage that the tourism can give to the natural environment and the local folk culture and maximizes its contribution to the regional economy.
- As **GOLD HOTELS**, it is one of our priority activities to inform our stakeholders in a transparent and effective way about our activities and impacts. In this context, 2019 - 2020 Sustainability Report;
- Environmental, social and economic performance evaluation of our complex,
- The objectives determined in order to improve this performance,
- It includes the measured performance results.

QUALITY POLICY

- GOLD Hotels aims to be an organization makes difference in the industry by applying efficiently the requirements of Quality, Food Safety and Guest Satisfaction, Occupational Health and Safety and Environmental Management Systems, sustainable environmental practices and expert staff adopted a continuous improvement approach based on legal requirements and protect the interest of all shareholders.

QUALITY, FOOD SAFETY AND GUEST SATISFACTION, OCCUPATIONAL HEALTH AND SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEMS COMMON POLICY

In order to provide the continuity of Guest Satisfaction and Food Safety;

- Specify the expectations and needs of the guests in advance to maximize the guest satisfaction.
- Provides our guests the right ways of conveying their complaints at any time they wish and protect their rights
- Produces trustable food in hygenic conditions, all levels of production, starting from raw metarials to presentation.
- Declares to obey the legislations and obligations related with the industry.

QUALITY POLICY

In order to provide the sustainability of environmental management

- Ensures proper disposal of waste and recycle in the highest level
- Contributes the carried out environmental projects to inherit livable environment for next generations
- Reduces waste by using raw materials, energy and natural resources efficiently.
- Gives importance to wildlife and biodiversity and protect the ecological balance
- Encourages to employees, guests, suppliers and the local community to raise environmental awareness through environmental policies.

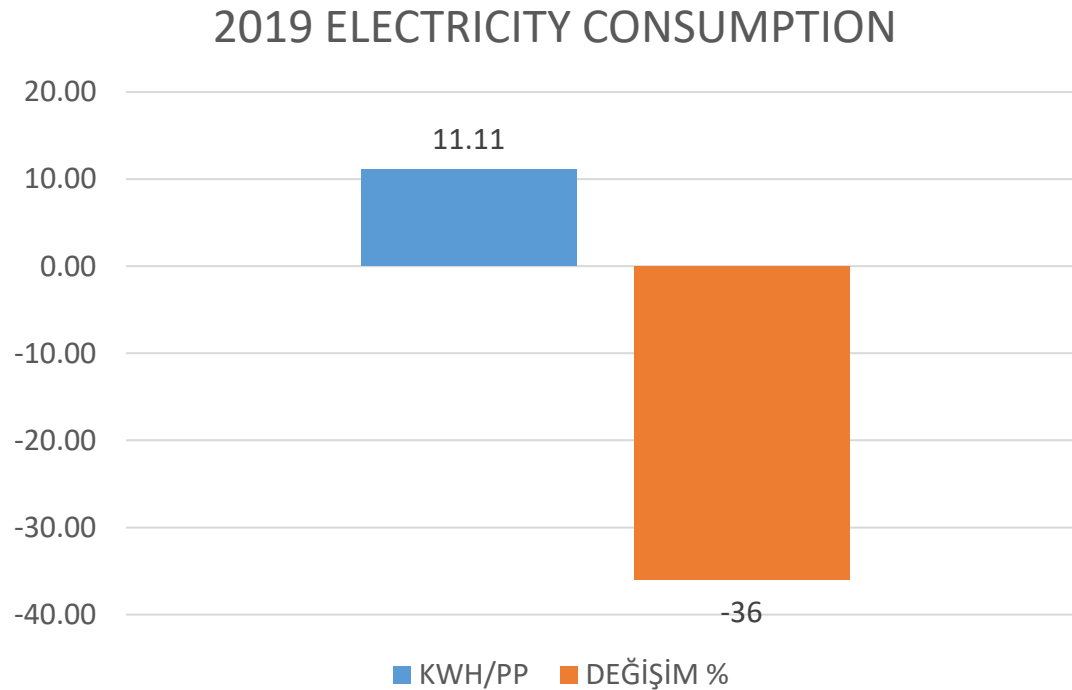
QUALITY POLICY

In order to provide the continuity of employee and local relations

- Provides employees safe and appropriate standards of working conditions
- Get our employees benefit in equal rights without distinction of gender or ethnicity
- Uses local products and services the possible highest level
- Helps by cooperating with comune and charity organisations, contributes the development of local culture
- Guarantees to respect to human and children rights and to protect children against whole types of neglect and exploitation
- Declares the welfare, health and safety needs of employees, guests, subcontractors and environment in the highest level.

ENVIRONMENTAL MANAGEMENT

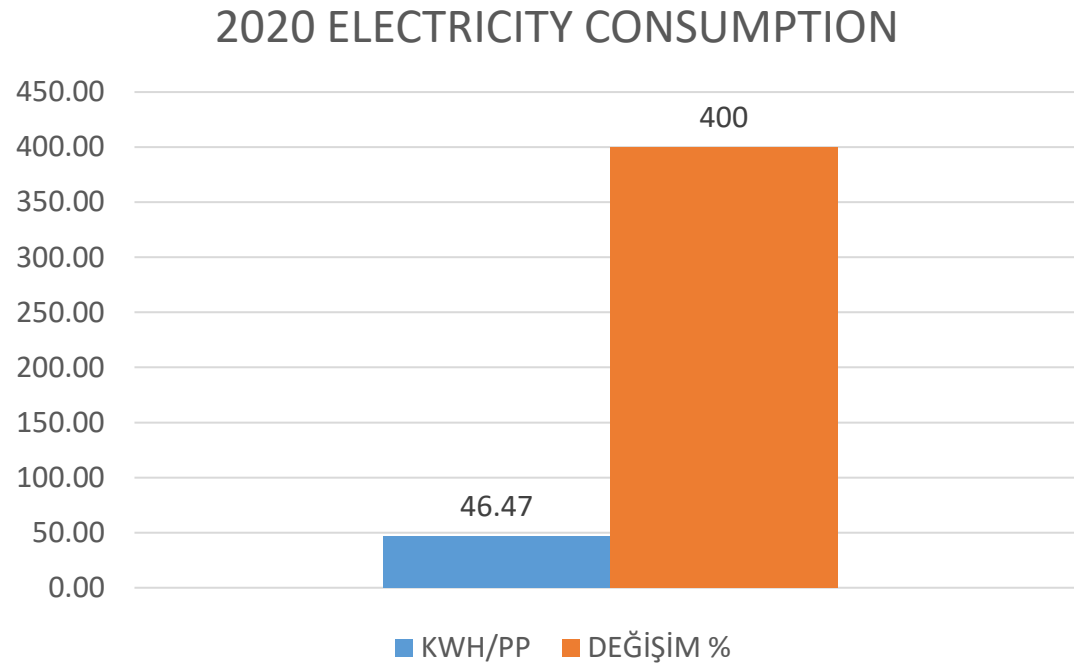
ELECTRICITY CONSUMPTION



In 2019, the average daily electricity consumption per guest is 15.3 Kwh. In this context, it is seen that there is a 62% decrease compared to 2018. In the light of these data, the expected targets for 2019 have been achieved. Considering the number of customers staying in 2018 and 2019, there has been a decrease in parallel with the increase in the number of customers. These data cover the dates January 2019 – December 2019. However, the target for the next year has been set as a 1% decrease compared to 2019.

ENVIRONMENTAL MANAGEMENT

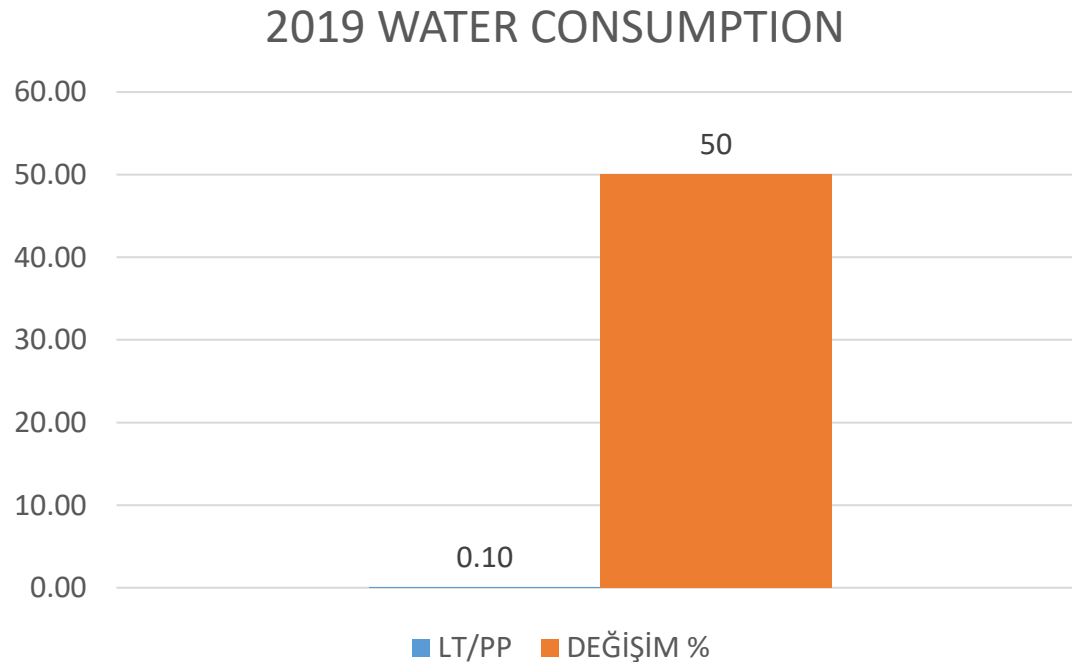
ELECTRICITY CONSUMPTION



In 2020, the average daily electricity consumption per guest is 22.3 Kwh. In this context, it is seen that there is an increase compared to 2019. The expected targets for 2019 were not achieved. Due to the Covid-19 pandemic, even though the hotel is open and the number of customers it accepts is low, consumption has increased with the measures and precautions taken. These data cover the dates January 2020 – December 2020. However, the target for the next year has been set as a 1% decrease compared to 2019. It is planned that 2020 should not be based on the targets, and if the pandemic continues, this situation will also be valid for 2021.

ENVIRONMENTAL MANAGEMENT

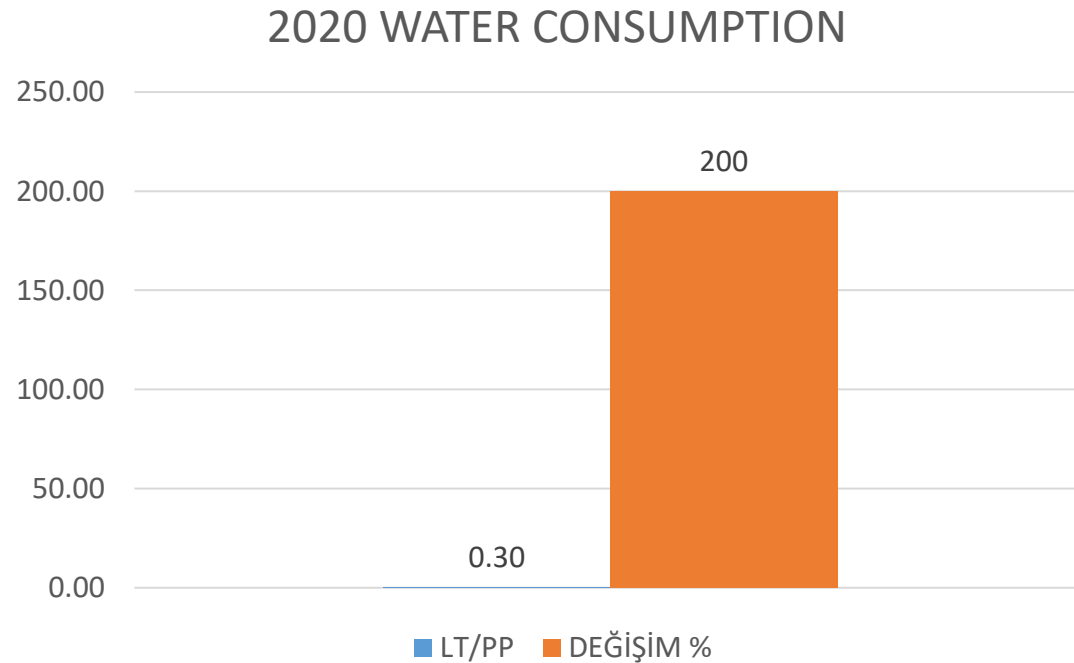
WATER CONSUMPTION



In 2019, the average daily water consumption per guest is 0.1 liters. In this context, an increase of 50% is observed compared to 2018. As a result of the plumbing maintenance and repairs at the beginning of the 2019 season, it was determined that there was a decrease in the amount of daily water consumption. In addition, due to the increase in the number of guests, the amount of daily water consumption per person decreased. These data cover the dates January 2019 – December 2019. However, the target for the next year has been set as a 1% reduction.

ENVIRONMENTAL MANAGEMENT

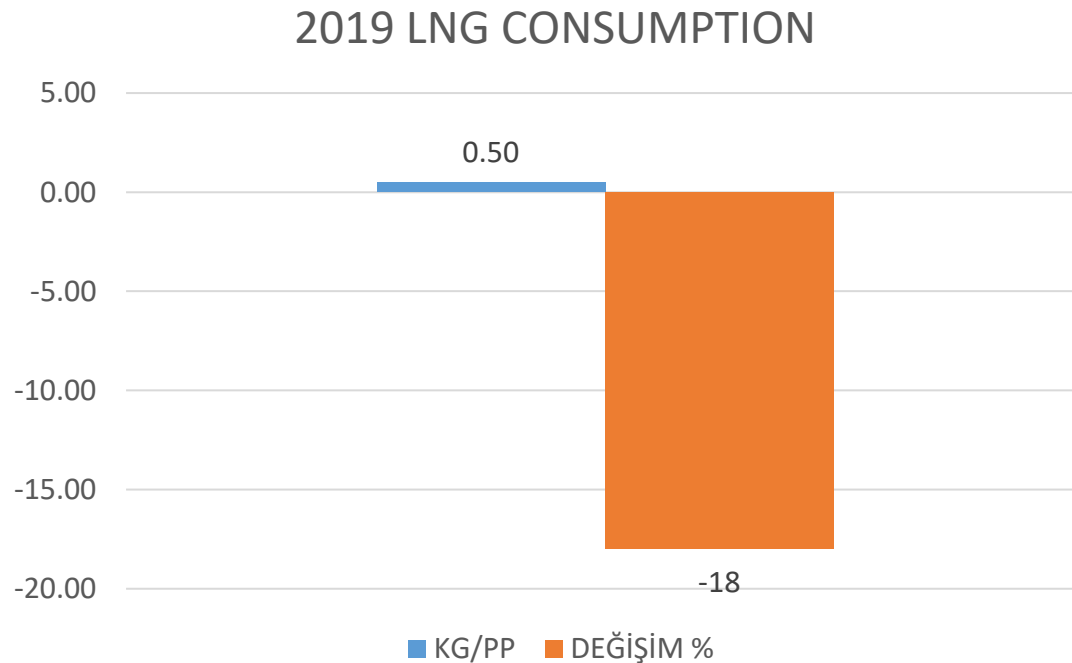
WATER CONSUMPTION



In 2020, the average daily water consumption per guest is 0.3 liters. In this context, it is seen that there is a 200-fold increase compared to 2019. These data cover the dates January 2020 – December 2020. However, the target for the next year has been set as a 1% decrease compared to 2019.

ENVIRONMENTAL MANAGEMENT

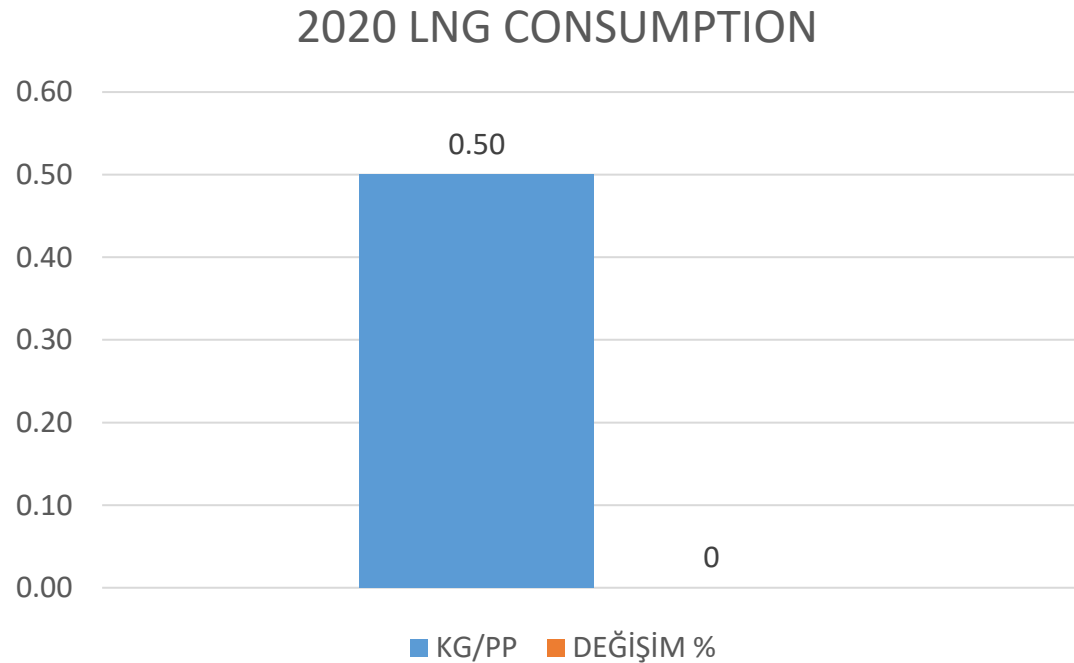
LNG CONSUMPTION



In 2019, the average daily Lng consumption per guest is 0.5 kilograms. In this context, it is seen that there is an 18% decrease compared to 2018. The reason for a decrease in this rate is that the number of days the facility is active during the winter period is less compared to the previous year. The main reason is the increase in the number of football teams staying. These data cover the dates January 2019 – December 2019. However, the target for the next year has been set as a 1% reduction.

ENVIRONMENTAL MANAGEMENT

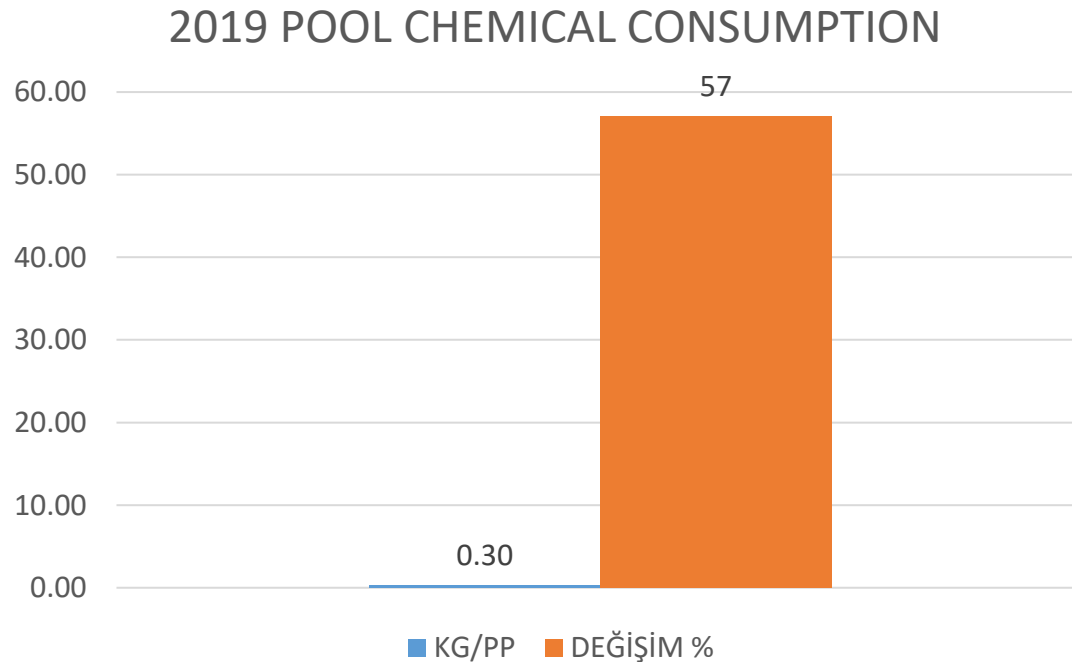
LNG CONSUMPTION



In 2020, the average daily Lng consumption per guest is 0.5 kilograms. In this context, an increase is observed compared to 2019. These data cover the dates January 2020 – December 2020.

ENVIRONMENTAL MANAGEMENT

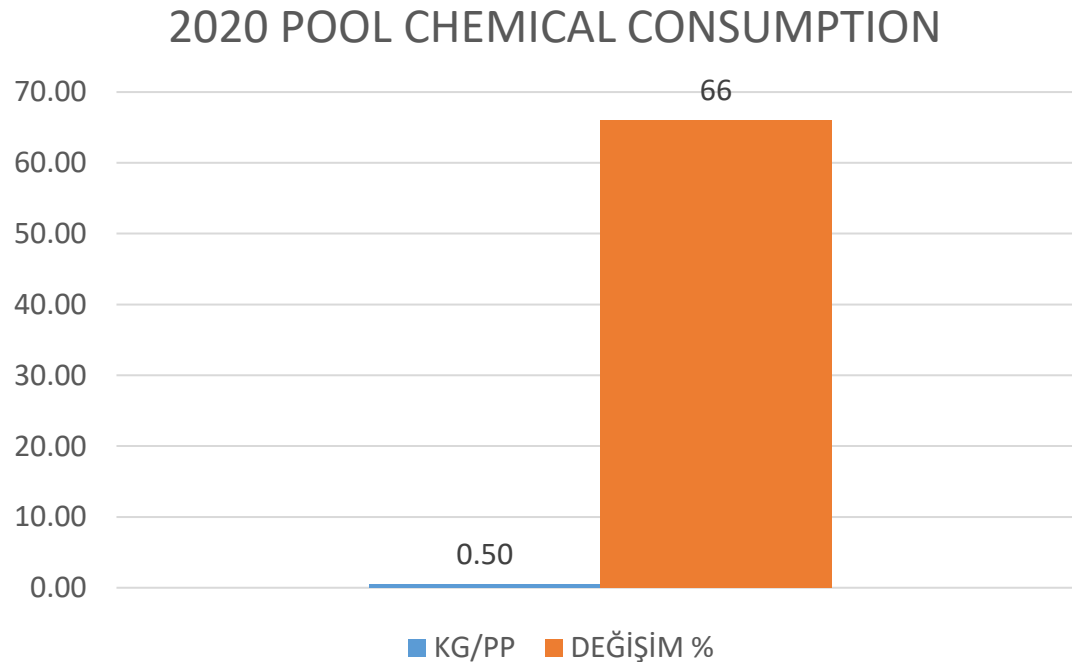
POOL CHEMICAL CONSUMPTION



In 2019, the average daily consumption of pool chemicals per guest is 0.3 kilograms. In this context, it is seen that there is an increase of 57% compared to 2018. These data cover the dates January 2019 – December 2019. However, the target for the next year has been set as a 1% reduction.

ENVIRONMENTAL MANAGEMENT

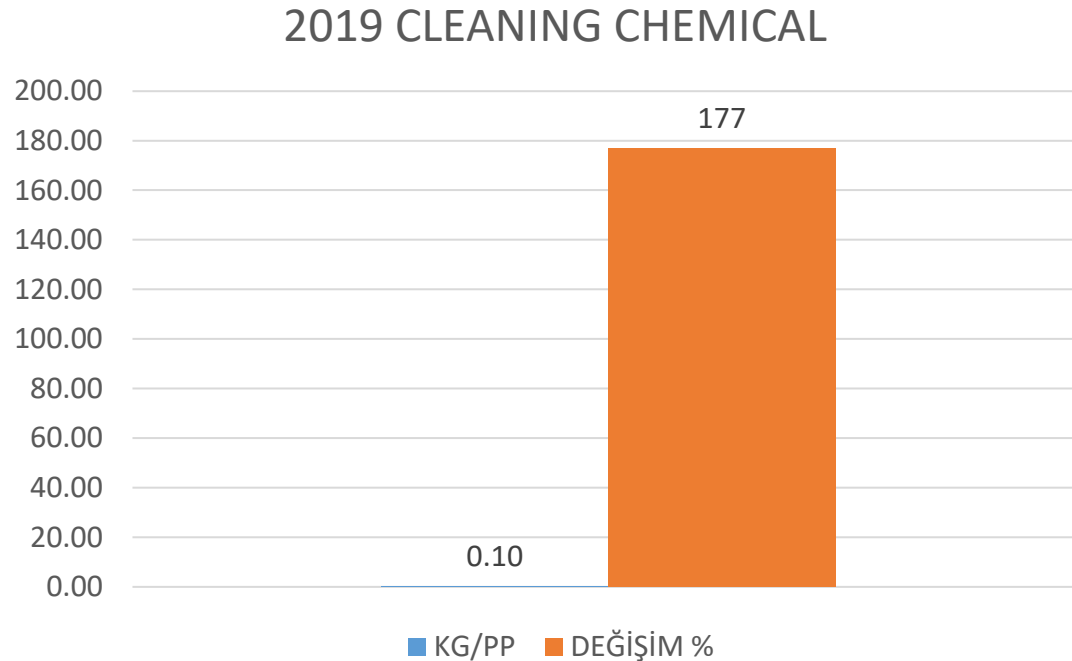
POOL CHEMICAL CONSUMPTION



In 2020, the average daily consumption of pool chemicals per guest is 0.5 kilograms. In this context, it is seen that there is a 66% increase compared to 2019. When these data are examined, the 1% reduction target set for the 2019 period has not been reached. These data cover the dates January 2020 – December 2020. However, the target for the next year has been set as a 1% decrease compared to 2019.

ENVIRONMENTAL MANAGEMENT

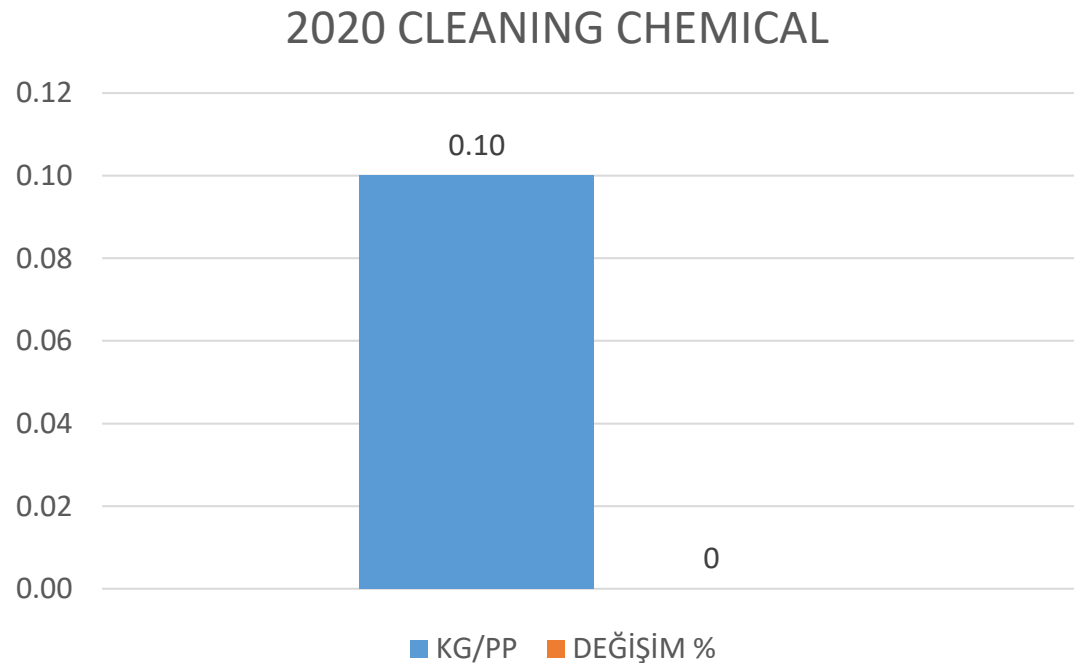
CLEANING CHEMICAL CONSUMPTION



In 2019, the average daily consumption of cleaning chemicals per guest is 0.1 kilograms. In this context, it is seen that there is a 177% decrease compared to 2018. When these data are examined, the 1% reduction target set for the 2018 targets has been achieved. These data cover the dates January 2019 – December 2019. However, the target for the next year has been determined as a 1% decrease compared to 2018 data.

ENVIRONMENTAL MANAGEMENT

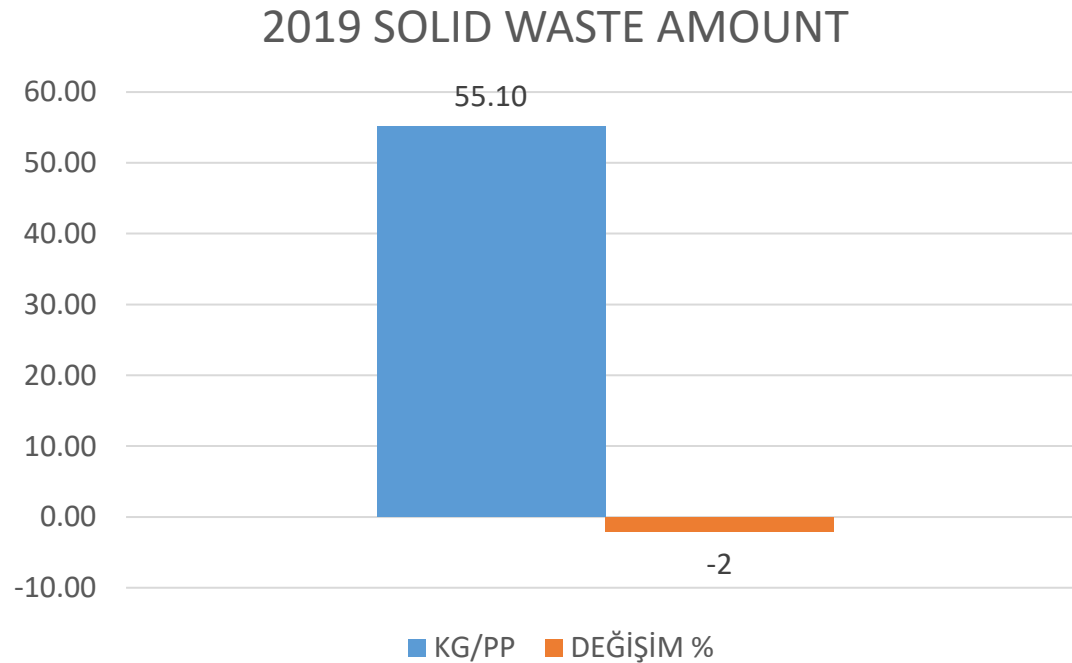
CLEANING CHEMICAL CONSUMPTION



In 2020, the average daily consumption of cleaning chemicals per guest is 0.1 kilograms. In this context, it is seen that there is a change compared to 2019. When these data are examined, the 1% reduction target set for the 2019 period could not be reached. These data cover the dates January 2020 – December 2020. However, the target for the next year has been set as a 1% reduction compared to 2019.

ENVIRONMENTAL MANAGEMENT

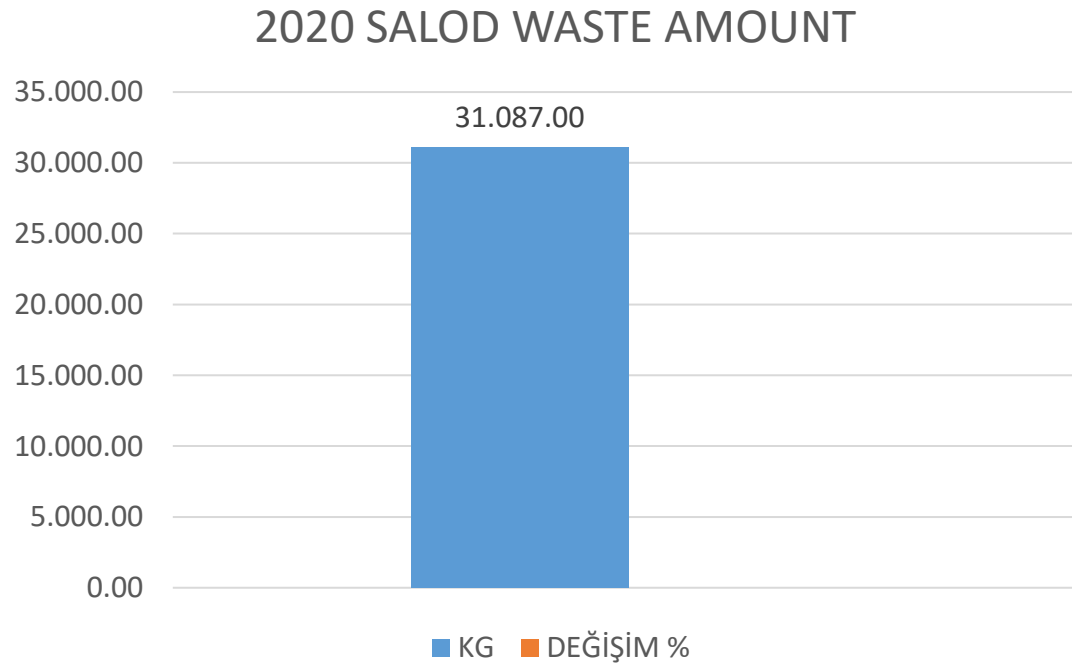
SOLID WASTE AMOUNT



In 2019, Gold Island Hotel separated 9,097 kilograms of plastic, 5854 kilograms of glass, 1858 kilograms of metal, 8106 kilograms of paper and 2914 kilograms of composites. Total solid waste consumption in 2019 is 23734 kilograms. In this context, it is seen that there is a 2% decrease compared to 2018. When these data are examined, the 1% reduction target set for the targets for 2018 could not be reached. As stated before, the target could not be reached due to the increase in the number of customers compared to the previous year. These data cover the dates January 2019 – December 2019. However, the target for the next year has been set as a 1% reduction.

ENVIRONMENTAL MANAGEMENT

SOLID WASTE AMOUNT



In 2020, Gold Island Hotel separated 6005 kilograms of plastic, 7924 kilograms of glass, 3450 kilograms of metal, 9794 kilograms of paper and 3914 kilograms of composite. In this context, total solid waste consumption in 2020 is 31087 kilograms. It would not be appropriate to make comparisons with 2019. Due to the restrictions that came with the pandemic conditions, there has been a decrease in the number of accommodation and personnel. These data cover the dates January 2020 – December 2020. However, the target for the next year has been determined as a 1% decrease compared to 2019 in the absence of pandemic conditions.

EMPLOYEE RELATIONS MANAGEMENT

- In 2019, the annual employee turnover rate at Gold Island Hotel was calculated as 18.65%. Our company employs an average of 175 personnel annually. The average number of personnel leaving during the year is 38.
- In Gold City Hotel in 2019, 22 for the Security Department, 8 for the Service Department, 13 for the IT Department, 23 for the Human Resources Department, 7 for the Quality Management System Department, 7 for the Transfer Department, and for the Kitchen Department. 13, 15 for the Housekeeping Department, 19 for the Technical Department, 16 for the Front Office Department, 22 for the Food Safety Department, and 9 for Guest Relations, and a total of 11 trainings were given to all outsourced departments. given.

EMPLOYEE RELATIONS MANAGEMENT

- In 2020, the annual employee turnover rate at Gold City Hotel was calculated as 3.85%. Our company employs an average of 92 personnel annually. The average number of personnel leaving during the year is 4. The main factor behind such a low number is the support allowances such as the dismissal restriction and short-time working allowance that took place with the pandemic.
- In Gold City Hotel in 2020, 4 for the Security Department, 8 for the Service Department, 2 for the IT Department, 6 for the Human Resources Department, 7 for the Quality Management System Department, 4 for the Transfer Department, for the Kitchen Department 7, 11 for the Housekeeping Department, 5 for the Technical Department, 8 for the Front Office Department, 7 for the Food Safety Department and 8 for the Guest Relations, a total of 12 trainings were given to all outsourced departments. given. Although the number of trainings was less compared to previous years due to the pandemic, the numbers were deemed sufficient because the hotel's open period was short.

GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2019, the existing local relations as Gold Island Hotel were continued, and annual dues were paid to all affiliated associations and organizations and participation in the meetings of these organizations was realized.

In 2019, as Gold Island Hotel, our relations with our current suppliers continued in a healthy way and there was no change.

- As a result of customer satisfaction measurements at Gold Island Hotel in 2019, it was determined that there was 94.3% satisfaction in our hotel.

GUEST AND LOCAL RELATIONS MANAGEMENT

- In 2020, the existing local relations as Gold Island Hotel were continued, and annual dues were paid to all affiliated associations and organizations, and the meetings of these organizations were attended to the extent permitted by the pandemic conditions.
- In 2020, as Gold Island Hotel, the parties have fulfilled their obligations with our current suppliers within the framework of the pandemic conditions, our relations have continued in a healthy way and there has been no change.
- As a result of customer satisfaction measurements at Gold Island Hotel in 2020, it has been determined that our hotel has reached a satisfaction rate of 96.8%.